**Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.**

This is a copy of the **Risk Assessment** carried out in CARF for dealing with the current Covid-19 situation in the workplace. Care has been taken to ensure that all scenarios have been considered although it must be noted that, in terms of mitigating against the risk of Covid-19, a reliance is placed on those individuals returning to our offices to follow the rules in place and fully understand the contents of communications with regards Covid-19. The Risk Assessment is **NOT** office specific but tasks identified within are, meaning the sharing of actions with the Extended Management Team and Bureau Co-ordinators will be necessary.

Updated 31st August 2020

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| **What are the hazards?** | **Who might be harmed** | **Controls Required** | **Additional Controls** | Action by who? | Action by when? | Done |
| Spread of Covid-19 Coronavirus | Staff and volunteers  Visitors.  Cleaners.  Vulnerable groups (elderly, pregnant workers, those with existing underlying health conditions).  Anyone else who physically comes in contact with our staff or volunteers. | **Hand Washing**  All staff, volunteers and visitors must wash their hands on entering and leaving the workplace.  Hand washing facilities with soap and water in place.  Stringent hand washing taking place.  Hand washing guidance posters to be visible in all areas of offices.  Drying of hands with disposable paper towels.  Gel sanitisers in any area where washing facilities not readily available  **Cleaning**  Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.  Cleaning surfaces and areas thoroughly after every visitor.  All equipment to be thoroughly cleaned prior and after using it. It is important to keep a record of this.  IT Equipment guidance.  **Social Distancing**  Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency.  Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time.  Regulating use of high traffic areas including corridors, kitchen and toilet areas.  Limit the frequency of working within 2m to an absolute minimum and ensure it is for strictly low intensity, sporadic work where exposure to this distance is less than 15 minutes.  Staff/volunteers deemed clinically vulnerable should never work within 2m of persons.  Reduce the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others).  **Workstations**  Workstations should be assigned to one individual as much as possible.  If they need to be shared they should be shared by the smallest possible number of people.  If it is not possible to keep workstations 2m apart, then extra attention needs to be paid to equipment, cleaning and hygiene to reduce risk.  Only where it is not possible to move workstations further apart, arranging people to work side-by-side or facing away from each other rather than face-to-face.  Only where it is not possible to move workstations further apart, installing screens to separate people from one another  Reviewing layouts or processes to allow people to work further apart from each other.  **Meetings**  Using remote working tools to avoid in-person meetings.  Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.  Avoiding transmission during meetings, for example, from sharing pens and other objects.  Providing hand sanitiser in meeting rooms.  Holding meetings outdoors or in well-ventilated rooms whenever possible.  For areas where regular meetings take place, using floor signage to help people maintain social-distancing  **PPE**  Staff and volunteers to be reminded that face coverings are mandatory in the offices (unless exempted) and clients must also wear a face covering on CARF premises (unless exempted).  **Symptoms of Covid-19**  If anyone becomes unwell with a new continuous cough high temperature in the workplace or a change in, or loss of taste or smell, they will be sent home and advised to follow the stay at home guidance already issued. Line managers will maintain regular contact with staff and volunteers during this time.  If advised that a member of staff, volunteer or public has developed Covid-19 and were recently on our premises, the management team will identify CARF staff/volunteers who have been in contact with them and follow government advice on any actions or precautions that should be taken.  **Transport**  Staff and volunteers should follow the most up to date government guidance on using public transport.  Persons should not share vehicles, where suitable distancing cannot be achieved.  Where possible, travel out with peak periods  **Mental Health**  Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.  **Food**  All staff and volunteers should minimise the bringing of food to offices where possible. Food should only be stored in the fridges in airtight containers. Fridge handles should be wiped down once fridge door is closed.  Staff and volunteers cannot share food under any circumstance. This includes any home baking or purchased foods.  Staff/volunteers should ideally stay in the workplace once they have entered it and, where possible, not use local shops to limit contact with others.  Personal breaks should be co-ordinated to reduce congestion and contact at all times.  Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by staff/volunteers when entering and leaving the area.    Staff/volunteers should sit 2 metres apart from each other whilst eating and avoid all contact.  Staff/volunteers should not share from same cigarette packet when on breaks.  Own crockery, eating utensils, cups etc. should be used.    No open food or drink to be left lying about.    Tables should be cleaned between each use.    All rubbish should be put straight in the bin and not left for someone else to clear up.    All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles.  **Access**  Ensure all vulnerable persons do not attend the workplace.  Stop all non-essential visitors.  Log all visitors to building.    Review the need for staggered start and finish times to reduce congestion and contact at all times.    Monitor workplace access points to enable social distancing.  Where possible, remove or disable entry systems that require skin contact e.g. code entry or look to increase cleaning or removal of common ‘touch points’.  Require all staff/volunteers to hand sanitise or clean their hands when entering or leaving the building.    Allow plenty of space (two metres) between people waiting to enter building.    Regularly clean common contact surfaces in reception, interview rooms and offices, e.g. printers/scanners, screens, telephone handsets, desks, particularly during peak flow times.  **Personal belongings**  Staff and volunteers should minimise the number of personal items carried, including handbags. In addition items of personal clothing such as coats should NOT be placed on communal coat stands. Staff/volunteers are encouraged only to bring small handbags as appropriate and ensure that food is appropriately stored as detailed above.  **Personal wellbeing**  Employees and volunteers will receive a back to work interview on their first visit to the office from either their line manager or the Bureau Co-ordinator. The purpose of this meeting is to allow the individual an opportunity to raise any concerns they have and for the line manager/BC to discuss the operational arrangements in place. | Staff and volunteers to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow the “Catch it, Bin it, Kill it” advice and to avoid touching face, eyes, nose or mouth with unclean hands.  Protective screens to be made available in public facing interview rooms.  Tissues will be made available throughout the workplace.  To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice.  Posters, leaflets and other materials are available for display.  Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.  Antibacterial wipes/sprays will be made available throughout the workplace.  Capacity limits in offices and rooms identified as well as associated communal areas, including the identification of specific workstations to be used.  Markings to identify 2 metre gaps.  Guidance to be issued on the movement within offices.  Always consider if the task can be performed differently without having to breach the 2m social distancing rule.  Staff and volunteers to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.  Management checks to ensure this is adhered to.  Do not approach delivery staff, allow packages to be left on the doorstep. Use signage if necessary.  Redesigning processes to ensure social distancing in place.  The wearing of gloves may be beneficial but are not necessary.  Staff and volunteers to be reminded that wearing of gloves is not a substitute for good hand washing.  CARF will hold a number of face coverings although staff and volunteers may use their own face covering if preferred.  Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.  Line managers will offer support to staff and volunteers who are affected by Coronavirus or has a family member affected.  Regular communication of mental health information and open door policy for those who need additional support.  Antibacterial wipes will be made available throughout the workplace  Antibacterial wipes will be made available throughout the workplace  Back to work following closure template to be created for use to ensure consistency. | BDM.  FRM.  OM.  All BC’s.  All staff and volunteers.  Cleaners.  CEO.  FRM.  BDM.  MAC.  FIC.  OM.  FLC’s.  BC’s.  ICT.  FRM.  BDM.  MAC.  FIC.  OM.  FLC’s.  BC’s.  Staff  Volunteers  ICT.  BDM.  FRM.  DAC.  FIC.  OM.  FLC’s.  BC’s.  Staff  Volunteers  CEO.  FRM.  ICT.  BDM.  DAC.  FIC.  OM.  FLC’s.  BC’s.  Staff  Volunteers  CEO.  FRM.  BDM.  DAC.  FIC.  OM.  FLC’s.  BC’s.  CEO.  FRM.  BDM.  DAC.  FIC.  OM.  FLC’s.  BC’s.  Staff  Volunteers  All staff.  Volunteers.  CEO.  OM.  BDM.  DAC.  FIC.  FLC’s.  BC’s.  LDO.  All staff and volunteers.  All staff and volunteers.  All staff and volunteers.  BDM.  Line Managers. | Prior to the re-opening of offices.  Daily, with scheduled deep cleans weekly.  Prior to re-opening of offices and ongoing following re-opening.  Prior to, and following, office re-opening.  Prior to re-opening of offices.  Ongoing. comms have already been provided but repeat messages are necessary.  Prior to re-opening of offices.  Ongoing. Previous comms have included this but repeat messages are necessary.  On return to offices.  Prior to, and following, office re-opening.  On return to offices.  On return to offices. |  |

Key

CEO= Chief Executive Officer, OM= Office Manager, BDM= Business Development Manager, FRM= Finance and Resources Manager, ICT= Information, Communications and Technology Manager, DAC= Debt Advice Co-ordinator, FIC= Financial Inclusion Co-ordinator, FLC= Frontline Co-ordinator, BC= Bureau Co-ordinator, LDO= Learning and Development Officer